

# TRAVEL + LEISURE

THE  
HOTELS  
ISSUE

61

GREAT NEW  
PLACES TO STAY

OUR A-Z GUIDE  
TO GETTING  
THE MOST OUT OF  
YOUR HOTEL



T+L Reader  
ExclusivesHotels  
Issue  
Special  
30 Offers!

Overlooking the South China Sea from Bai Tram Hideaway, in Vietnam.

## Beach

## BALI

**What** Unveiling Bali from Regent Bali ([regenthotels.com](http://regenthotels.com)), whose 95 suites have sunken living rooms and on-call butlers. **Details** Two nights in a Deluxe Garden View suite. **Highlight** Dinner for two at Layang Layang, on site. **Cost** \$750 (\$375 per night), double, June 1–December 20. **Savings** 30 percent.

## BRITISH VIRGIN ISLANDS

**What** Summer Sail & Stay from Biras Creek Resort ([biras.com](http://biras.com)), on Virgin Gorda, where 31 spacious suites are accessible only by helicopter or boat. **Details** Five nights in a Garden or Ocean suite, plus two nights aboard a fully staffed yacht. **Highlight** A private sailing lesson on a classic schooner. **Cost** \$4,935 (\$705 per night), double, through August 11. **Savings** 30 percent.

## HAWAII

**What** Vive-acious Opening from Vive ([vivehotelwaikiki.com](http://vivehotelwaikiki.com)), a newly renovated property with 125 streamlined rooms two blocks from Waikiki Beach. **Details** Two nights in a Cosmopolitan room overlooking Koolau Mountain. **Highlight** Exploring the island on a pair of beach cruisers from Hawaiian Style Rentals. **Cost** \$335 (\$168 per night), double, June 1–July 31. **Savings** 30 percent.

## VIETNAM

**What** Savoir Faire from Bai Tram Hideaway ([bai-tram.com](http://bai-tram.com)), with seven oceanfront villas near the fishing village of Qui Nhon, on the country's southern coast. **Details** Three nights in a one-bedroom villa. **Highlight** Cruise to a local lobster farm on a half-day guided excursion, then enjoy a seafood dinner at 19th-century ruins on the grounds. **Cost** \$995 (\$332 per night), double, June 1–July 30. **Savings** 30 percent. →



# 2013 World's Best Service

## Hotels Europe

### City Hotels

1. **Four Seasons Hotel Istanbul at Sultanahmet** 98.18
2. **Four Seasons Hotel Istanbul at the Bosphorus** 98.13
3. **Four Seasons Hotel Dublin** 97.78
4. **Hôtel Plaza Athénée Paris** 96.67
5. **The Lanesborough London** 96.30

### Resorts and Inns

1. **Le Sirenuse Positano, Italy** 97.78
2. **Hotel Caruso Ravello, Italy** 97.50
3. **Palazzo Avino (formerly Palazzo Sasso) Ravello, Italy** 97.27
4. **Domaine des Hauts de Loire Onzain, France** 96.25
5. **Hotel Santa Caterina Amalfi, Italy** 95.86

## Hotels The Caribbean, Bermuda, and the Bahamas

1. **Nisbet Plantation Beach Club Nevis** 97.95
2. **Biras Creek Resort Virgin Gorda, British Virgin Islands** 96.67
3. **Couples Tower Isle St. Mary, Jamaica** 95.29
3. **The Reefs Bermuda** 95.29
5. **Couples Negril Jamaica** 95.00

## Hotels Mexico

### City Hotels

1. **Four Seasons Hotel México, D.F. Mexico City** 92.80
2. **JW Marriott Hotel Mexico City** 87.62
3. **Camino Real Polanco Mexico City** 85.33

### Resorts

1. **La Casa Que Canta Zihuatanejo** 99.00
2. **Grand Velas Riviera Maya** 97.00



The terrace at Le Sirenuse, in Italy.

## A Day in the Life of Europe's Top Resort for Service

Le Sirenuse in Positano, Italy, has provided warm, unscripted service since opening in 1951. Here's a look at what happens behind the scenes.

**8 a.m.** The terrace pool, lined with loungers and potted lemon trees, is the first priority. Attendants Oronato Villani and Ivan Porrazzo open the two dozen umbrellas. On any given day, 200 Frette towels are handed to guests.

**9 a.m.** Chef Matteo Temperini corrects his lunch menu to include the catch of the day, *pezzogna* (sea bream), instead of the usual *branzino* (sea bass). He will serve it roasted with lemon sauce.

**10:10 a.m.** Head housekeeper (and 32-year Sirenuse veteran) Nunzia Della Pietra makes her rounds among the hotel's 58 rooms and encounters an "exploding suitcase." She organizes the scattered contents—even matching the socks.

**3 p.m.** Captain Franco Galano welcomes guests onto Le Sirenuse's private launch, the 39-foot

*Sant' Antonio*, and casts off for an excursion toward Amalfi.

**6:45 p.m.** The Michelin-starred La Sponda restaurant, with terra-cotta-tiled floors and bougainvillea-covered archways, is quiet before the 8 p.m. service. But in the kitchen, the staff is busy cutting more than 30 pounds of vegetables.

**10:10 p.m.** Ten VIP's arrive by yacht and order baked lobster and risotto. Maître d'hôtel Vincenzo Galani and a pair of musicians perform "Torna a Surriento," a regional melody.

**12 a.m.** With guests well fed, the kitchen staff heads to a nearby waterfront nightclub. "When the staff is happy, the guests are happy. We are family," says owner and general manager Antonio Sersale. The vibe is authentic; he is the son of Franco Sersale, who cofounded the hotel 62 years ago. —PETER SCHLESINGER

### Quick Take Le Sirenuse

**130**

Number of staffers



Most unusual job: candle lighter

**450**

Number of candles lit each night (it takes three hours)



Perk: unlimited cups of Illy espresso